PROFESSIONAL DEVELOPMENT PROGRAMME

Service Design and Experience

Parklands, Nairobi
+254 184 610 521
info@inedskillsltd.com
www.inedskillsltd.com

DURATION
5 Days

DELIVERY
Classroom / Live Online



Practical Skills. Real Impact.

PROGRAMME AT A GLANCE

Focus Area	Business & Enterprise
Category	Customer Experience
Duration	5 Days
Delivery	Classroom / Live Online
Next Session	12 Jun 2028 – 16 Jun 2028 | Kigali, Rwanda

Explore sessions and register: www.inedskillsltd.com

COURSE OVERVIEW

Build practical Customer Experience capability through expert-led learning, relevant cases and decision-ready tools.

5-DAY LEARNING JOURNEY

Programme Details

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Reg. PVT-7816JJKP | KRA PIN P052604661I | www.inedskillsltd.com

WHAT PARTICIPANTS RECEIVE

Programme Value

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Certificate
Certificate of completion, subject to participation requirements.

ASSESSMENT AND CERTIFICATION

Assessment may combine participation, practical exercises, group presentations and an individual action plan. The applicable attendance and completion requirements will be communicated with the session invitation.

CHOOSE A SUITABLE SESSION

Session Dates	12 Jun 2028 – 16 Jun 2028
Location / Mode	Kigali, Rwanda
Individual Fee	USD 2,000
Group Rate	Available on request

REGISTRATION

Register through www.inedskillsltd.com or contact info@inedskillsltd.com. A registration confirmation, pre-training assessment, invoice and invitation letter will be issued for the selected session.

Dates, venue and fees are subject to confirmation. The invoice and formal invitation issued for a specific registration override general brochure information where a difference arises.

TAILORED ORGANISATIONAL DELIVERY

Bring This Programme to Your Team

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- Training-needs consultation
- Contextualised case studies and exercises
- Flexible delivery dates and location
- Participant baseline and post-training evaluation
- Management summary and agreed follow-up support

CONTACT INEDSKILLS LTD

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Website	www.inedskillsltd.com
Address	Parklands, Nairobi, Kenya